

Examiner-Initiated Interview Summary	Application No. 09/768,458	Applicant(s) KRAFT ET AL.	
	Examiner Michael Misiaszek	Art Unit 3625	

All Participants:
Status of Application: _____

 (1) Michael Misiaszek.

(3) _____

 (2) Ramraj Soundararajan.

(4) _____

Date of Interview: 30 August 2007
Time: 1:00
Type of Interview:

- ☒ Telephonic
☐ Video Conference
☐ Personal (Copy given to: ☐ Applicant ☐ Applicant's representative)

Exhibit Shown or Demonstrated: ☐ Yes ☒ No

If Yes, provide a brief description:

Part I.
Rejection(s) discussed:

None

Claims discussed:

1, 15, 20, 33

Prior art documents discussed:

None

Part II.
SUBSTANCE OF INTERVIEW DESCRIBING THE GENERAL NATURE OF WHAT WAS DISCUSSED:

See Continuation Sheet

Part III.

- ☒ It is not necessary for applicant to provide a separate record of the substance of the interview, since the interview directly resulted in the allowance of the application. The examiner will provide a written summary of the substance of the interview in the Notice of Allowability.
☐ It is not necessary for applicant to provide a separate record of the substance of the interview, since the interview did not result in resolution of all issues. A brief summary by the examiner appears in Part II above.

 (Examiner/SPE Signature)

 (Applicant/Applicant's Representative Signature – if appropriate)

Continuation of Substance of Interview including description of the general nature of what was discussed: Discussed possible Examiner's Amendment. Mr Soundararajan requested an electronic of a proposed Examiner's Amendment. An electronic copy was sent via e-mail and subsequently approved via e-mail. Print-outs of the electronic copy an e-mails are attached..

Proposed Claim Amendments

1. (Currently Amended) A computer-based system for enhancing sales for service providers by utilizing an opportunistic approach based on an unexpected change in a schedule of service, said system comprising:

an event retriever component, said event retriever component generating an event pair which comprises a target value and an actual value associated with said schedule of services;

an event observer component, said event observer component receiving said event pairs from said event retriever component, calculating the difference between said actual value and said target value, and based on one or more rules from a first set of rules, identifying and notifying a window of opportunity detector component regarding potential windows of ~~opportunities~~ opportunity, wherein each potential window of opportunity defines a time period of customer inactivity;

a distribution channel analyzer component analyzing said detected windows of opportunity by checking if said service providers benefit from said windows of opportunity;

said window of opportunity detector component, which receives said potential windows ~~opportunities~~ opportunity, detects, based on one or more rules from a set of second rules, if a window of opportunity exists, and if so, matches, based on the analysis of said distribution channel analyzer component, said detected windows of ~~opportunities~~ opportunity with service providers, said service providers offering for the purposes of providing a new product or a service separate from said scheduled service during said window of opportunity.

15. (Currently Amended) A method for enhancing sales for service providers by utilizing an opportunistic approach based on an unexpected change in a schedule of service, ~~wherein said step of detecting a window of opportunity comprises of~~ comprising:

electronically acquiring at least one service schedules of one or more service providers;

detecting an unexpected change in said schedule;

checking if potential customers are blocked due to said unexpected change in schedule, said blocking defining a period of inactivity;

detecting one or more potential windows of opportunities for sales to said potential customers;

checking if service providers benefit from said detected potential windows of opportunities, and

providing notification regarding said potential windows of opportunities to service providers who benefit from such information, and

wherein said service providers offer a new product or service separate from said scheduled service to said potential customer during said period of inactivity.

20. (Currently Amended) A method for enhancing sales for service providers by utilizing an opportunistic approach based on an unexpected change in a schedule of travel services, wherein said method comprising:

extracting standardized event data comprising an actual event value and a target value from said travel service provider via a network;

comparing, based on one or more rules from a set of first rules, the difference of said actual value and target value against a threshold value;

detecting a window of opportunity based on one or more rules from a set of second rules;

checking if service providers benefit from said detected window of opportunities;

distributing said window of opportunity information to said service providers for enhancing said service provider's sales, based on said checking;
and

when if said detection of a window of opportunity occurs said sales providers providing a new product or a new service separate from said scheduled service, during said window of opportunity.

33. (Currently Amended) An article of manufacture comprising a computer user medium having computer readable code embodied therein which provides for a e-commerce method for enhancing sales to potential customers, said article comprising:

computer readable code electronically acquiring at least one service schedules of one or more service providers;

computer readable code detecting an unexpected change in said schedule;

computer readable code checking if potential customers are blocked due to said unexpected change in schedule, said blocking defining a period of inactivity;

computer readable code detecting one or more windows of opportunities for sales to said potential customers;

computer readable code checking if service providers benefit from said detected potential windows of opportunities, and

computer readable code providing notification regarding said potential windows of opportunities to service providers who benefit from such information, wherein said service providers offer a new product or service separate from said scheduled service to said potential customers during said period of inactivity.